

Getting Started with the Program of Initial Resettlement (PIR): Pre-arrival

A Resource Sheet for Resettlement Providers

The [Program of Initial Resettlement](#) (PIR) requires resettlement providers to do several activities before a client arrives. Use this tip sheet to identify resources to support your pre-arrival work.

1. Case Placement

Deciding what location is best for a new client before their arrival is an important step. Case placement considerations include housing availability and affordability, employment, specialized services, schools, transportation, and community capacity.

- Use publicly available data on **employment**, like the Bureau of Labor Statistics' [Unemployment Rates for Metropolitan Areas](#). Areas with lower levels of unemployment may have more opportunities for newcomers.
- Find information on **housing costs** using the [American Community Survey \(ACS\)](#) data. Review ACS statistics related to rent prices (look at "contract rent" or "median gross rent by bedrooms"). Remember to select the zip code, city, or metropolitan statistical area you want to focus on. Affordable rent sets newcomers up for long-term integration success.
- Online searches for "**public transportation**" plus the name of your target community can identify the availability and coverage area of public transportation. If public transportation isn't available, consider how newcomers can navigate their new community.
- Additional online searches can help identify **specialized services, schools, and resources** within a community. By matching community capacity with a client's needs before arrival, you'll save time in case management, and the client will be better situated for integration.

2. Cases with Known Medical Needs

Cases with known medical needs require preparation before arrival to prevent a gap in medical care. In addition to connecting with the State Refugee Health Coordinator, you will connect with your local public health department and/or local health care providers depending on the client's medical conditions. You can also share refugee-specific resources with health care professionals to encourage informed care practices.

Resettlement Providers

- [Supporting Newcomer Clients with Significant Medical Conditions](#) requires additional case management support and connection to resources.
- If you serve [Children with Significant Medical Conditions Across the Migration Continuum](#), consider how to support child clients and their families.
- Create strong [Service and Health Care Provider Collaboration](#) to promote newcomers' health through coordinated care.

Health Care Professionals

- Consider how the Philadelphia Refugee Health Collective uses [a collaborative approach to promoting continuing care for refugees](#) to develop your own approach to coordination.
- Use [EthnoMed](#) to understand clinical and cultural topics related to patient care, including [interpretation](#) considerations.
- The CDC's [Immigrant and Refugee Health](#) division provides practical guidance on the [screening](#) and treatment of refugees, as well as [multilingual information](#) on public health concerns.
- The Migration Health Initiative is a great resource for [refugee health education](#).
- Joining refugee-health-focused [conferences](#) can strengthen your practice.

Newcomers

- Help newcomers find [health care in the U.S.](#) and [get interpretation](#) at their appointment.

3. Housing

Rent is the largest recurring expense for a client once they arrive. Build relationships with local landlords who are willing to rent to newcomers with no U.S. work or rental history to help you find affordable, safe, and clean spaces. Once housing is secure, prepare it with the essentials.

- If you are new to housing, review the [Sample Housing Onboarding Guide](#) to acquaint yourself with the role and find resources to help you learn.
- [Recruit and retain housing providers](#) by sharing who newcomers are, testimony from other landlords, and the benefits to partnering with your agency to place newcomers in housing.
- Use [online housing resources](#) to help you search.
- Review [Housing Selection 101](#) so you can identify appropriate housing for clients.
- Always view potential housing in person. Check the housing against a [housing walk-through checklist](#) to verify the housing meets general standards.
- Clients need beds, household goods for meal preparation, and personal hygiene items. This [Home Supply Checklist](#) gives you ideas for what newcomers may need. Items may be new or in good used condition and sourced from donations or purchased using the client's direct assistance.

These pre-arrival preparation steps help you create a safe, clean, welcoming space in a community that can meet your clients' needs. Don't forget to document your work with case notes and receipts to show that your efforts meet the requirements of the Program of Initial Resettlement.

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